

EBT Coordinator Update



FROM PAPER TO PLASTIC

#8 October 3, 2000

Retail Tracking Report

Reporting EBT Retailer Problems

Use the Local Agency EBT Troubleshooting Contact List provided in EBT Coordinator Update #6 to identify the type of retailer problem and who to contact. If you are reporting a retailer problem to the Call Center, send a fax or email and provide the information identified on the attached EBT Retail Tracking Report. It is your option to use this format but please provide as much of the information requested as possible. If you want a soft copy of the attachment, contact Annette Duffey via [email](#). It will be provided as a Word 97 document.

In some instances, the cardholder is complaining about a disputed transaction. The normal process for client disputes is described in Module 2.15.1-2 of the Wisconsin EBT Guide. If the cardholder cannot resolve the problem by returning to the retailer's store, the cardholder should call CSI Recipient Customer Service. Recipient Customer Service will complete a job ticket and another unit will investigate.

If the cardholder has contacted your agency because the card does not work, the store is refusing the card or not providing help, at minimum, check the CSI system to make sure the card is active, a PIN has been selected and that benefits are available. The cardholder may need additional EBT training or assistance. If you have resolved the cardholder's problem, you don't need to contact the Call Center.

Emergency Card Issuance and PIN Selection at the ES Agency

Each ES agency must have the capability to issue a temporary Wisconsin QUEST card for an emergency situation. Each ES agency must also have the capability for PIN selection through the Card Activation and PIN Selection (CAPS) device. The CAPS device must be operational during normal working hours. Staff with CARES and CSI security access should be ready to access the appropriate system to issue a temporary Wisconsin QUEST card and PIN it on the CAPS device. The CAPS device should also be available to assist cardholders that need help selecting a PIN. Example: Authorized Buyers (AB's) have reported problems with pinning a card through CSI Recipient Customer Service. The ES agency can assist with PIN selection via the CAPS device to ensure that the AB has access to the benefit. Refer to Administrator's Memo 00-16 issued 8/29/00 regarding ES Agency responsibilities for ongoing EBT operations.

If your CAPS device is not working correctly, check the error message and solution found in Appendix G of the EBT Guide. NO CARRIER may mean that the phone number has not been programmed correctly. You may need to add an access number such as 8 or 9 or one or more pauses (press F1 which is the upper left blue button)

to replicate what your phone system does to call an outside line. If the phone line has voice mail, current messages may cause a NO CARRIER message and will need to be deleted. Voice mail should be taken off of that line. To verify the phone number that is programmed, do the following:

CHECK DIAL OUT NUMBER	
Terminal Display	Operator Action
Enter transaction	Press "7"; Press "enter"
Enter info transaction	Enter "1"; Press "enter"
TSN = 0042	Do nothing
Phone Number = 918005010594	Do nothing
Branch ID = 000983000001	Do nothing
Enter info transaction	Press "clear" to reset CAPS

To change the dial-out number:

CHANGE DIAL OUT NUMBER	
Terminal Display	Operator Action
Enter transaction	Press "8"; Press "enter"
Enter access code	Enter "7890"; Press "enter"
Enter comm transaction	Enter "4"; Press "enter"
Enter SCC phone number	Enter new number (9 to dial-out?, F1 for pause*) [Number is 800-501-0594]
Enter comm transaction	Press "clear" to reset CAPS

* F1 key is the upper left blue button.

EBT System Communications

We'd like to communicate EBT system-related information to you in a more timely and efficient manner. For example, if there is a retailer problem or card issuance problem in a certain area of the state, we'd like to inform only the agencies affected. A CARES DXBM message is not generally used to report problems in one area of the state.

You can sign up on the DWD Partner Email Directory for EBT system-related updates. Go to <http://communications.dwd.state.wi.us/> to register as a new user or login with your current name and password. The Directory is also accessible from the partner page. If you are a new user, please register. All fields are required. For Agency Type, use "EBT". When you wish to change your address information, you may login using the exact name and password you keyed at registration. For example, if you keyed John J Smith, your ID is John J Smith using the same case and spacing. Should you not gain access because you forgot your ID or password, you may contact the DWD Service Desk at 608-266-7252.

We suggest that the EBT Coordinator and at least one other person register for EBT updates to ensure that someone in your agency will be able to view the email on the same day. You may register more individuals at your discretion.

EBT Web Page

The EBT web page is available on the DWD Extranet. Local agency partners with security access to the DWD Workweb can access this information by clicking [here](#). You'll find the EBT Coordinator Updates and the ARU and PIN select scripts in the Local Agency section. There's a General Information section, a Retailer Section, and Related EBT Links. If you have any suggestions for the web page, please contact Judy Woelfel via [email](#).